

**Paper Reference 20161K**  
**Pearson BTEC Level 3**  
**Nationals Extended Diploma**

**INFORMATION TECHNOLOGY**  
**UNIT 14: IT SERVICE DELIVERY**

**(PART B)**

**Window for supervised period:**

**Wednesday 6 January 2021 – Wednesday 20**  
**January 2021**

**Supervised hours: 8 hours plus your additional**  
**time allowance.**

**INSTRUCTIONS FOR LEARNERS**

**X67702A**

## **INSTRUCTIONS FOR LEARNERS**

**Read the set task brief carefully.**

**Plan your time carefully to allow for the preparation and completion of all the activities.**

**Your centre will advise you of the timing for the supervised period.**

**Internet access is not allowed.**

**You will complete this set task under supervision and your work will be kept securely at all times.**

**You must work independently throughout the supervised assessment period and must not share your work with other learners.**

**Refer to any preparatory work from Part A to complete Part B set task. This material must be in a hard copy format.**

---

## **OUTCOMES FOR SUBMISSION**

**You must create a folder to submit your work.**

**Your folder should be named according to this naming convention:**

**[Centre #]\_[Registration number #]\_  
[surname]\_[first letter of first name]**

**Example: Joshua Smith with registration number F180542 at centre 12345 would have a folder titled 12345\_F180542\_Smith\_J**

**You will need to submit 5 PDF documents, within your folder, using the file names listed.**

**Activity 1: activity1strategy\_[Registration number #]\_[surname]\_[first letter of first name]**

**Activity 2: activity2catalogue\_[Registration number #]\_[surname]\_[first letter of first name]**

**(continued on the next page)**

Outcomes for Submission. continued.

**Activity 3: activity3solution\_[Registration number #]\_[surname]\_[first letter of first name]**

**Activity 4: activity4evaluation\_[Registration number #]\_[surname]\_[first letter of first name]**

**Activity 5: activity5implications\_[Registration number #]\_[surname]\_[first letter of first name]**

**You must complete an authentication sheet before you hand your work in to your Invigilator.**

---